



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TTY/TDD 510.817.5769
FAX 510.817.5848
E-MAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

TO: Administration Committee

DATE: November 2, 2011

FR: Executive Director

W.I.: 1153

RE: Contract – Janitorial Services: Customized Performance Inc.

Staff seeks the Committee's approval to negotiate and enter into a contract with Customized Performance Inc. of San Jose, CA to provide janitorial services for MTC offices including general office cleaning, dusting, vacuuming, and trash removal. The contractor will use non-toxic, environmentally safe and recycled products in the performance of their work. The contract will be for the period of December 1, 2011 through June 30, 2012 and may be renewed at a negotiated price for two additional one-year periods from July 1, 2012 through June 30, 2014.

Background

On September 2, 2011, MTC issued a joint agency (MTC, ABAG & Regional Administration Facility Corporation (RAFC) Request for Proposal (RFP) inviting firms to submit a proposal to provide janitorial service for the office spaces located at the Joseph P. Bort MetroCenter. Each agency will execute separate contracts as a result of this RFP.

The RFP was posted on the MTC web site and sent to 35 firms/individuals/organizations. Thirteen (13) firms attended a proposer's conference and building walk-through. MTC received five (5) proposals and conducted an initial review for general responsiveness and compliance with the minimum requirements.

The evaluation panel included three MTC staff members and one ABAG staff person. The five evaluation criteria in order of relative importance: 1) price, 2) staff training and experience, 3) commercial office building experience and references, 4) approach to staffing plans, problem resolution and communication, and 5) ability to respond to additional janitorial services outside of this scope of work on an as needed basis.

After evaluating the five responsive proposals, the panel narrowed the field to three firms: Customized Performance Inc, Global Property Services, and GMG Janitorial Inc. The panel held in-person discussions with these proposers in October 2011 and issued a Request for Best and Final Offer (BAFO) in October 2011 to allow proposers to revise and re-submit their initial proposals to address the panel's questions and concerns. Panelists evaluated the BAFOs individually and reconvened in November to develop a recommendation.

The proposed cost for MTC is as follows:

Firm	Location	Proposed Monthly Cost	Proposed (7 Month) FY 2010-11 Cost	Proposed Cost Through FY 2014
Customized Performance Inc.	San Jose, CA	\$7,808	\$54,656	\$242,048
Global Property Services	San Leandro, CA	\$8,578	\$60,046	\$265,918
GMG Janitorial Inc.	San Francisco, CA	\$9,819	\$68,733	\$304,389

Based on a thorough review of the firm's proposal, references, in-person discussions, skills-based test, and BAFOs, the panel unanimously recommends Customized Performance Inc.

Customized Performance Inc. pays their staff an amount equal to or greater than the City of Oakland's non-benefit hourly living wage rate of \$13.05 and offers paid sick leave benefits. The existing janitorial staff employed by Zero Waste Solutions, our current janitorial contractor, will be given an opportunity to interview with Customized Performance Inc, for continued employment at the MetroCenter. The proposed contract will include funds for additional services that may be required for special cleanings.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract with Customized Performance Inc. to provide janitorial services for MTC offices for an amount not to exceed \$54,656 plus a 10% contingency in FY 2011-12, with the option to renew at a negotiated price for two additional one-year periods through June 30, 2014.

Steve Heminger

SH:RH

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Vendor Contract

Work Item No.:	1153
Vendor:	Customized Performance Inc., San Jose, CA
Work Project Title:	Janitorial Services
Purpose of Project:	To provide janitorial service for MTC offices.
Brief Scope of Work:	To provide routine janitorial service for MTC offices including, vacuuming, polishing and trash removal. And, to provide weekly, monthly and quarterly in-depth service, floor waxing, etc.
Project Cost Not to Exceed:	\$60,000 (FY 2011-12)
Funding Source:	General Operating Budget
Fiscal Impact:	Funds are included in the FY 2011-12 Agency Budget
Motion by Committee:	That the Executive Director or his designee is authorized to execute a contract with Customized Performance Inc., to provide janitorial services in FY 2011-12, with an option to renew for two additional one-year periods through June 30, 2014, subject to adoption of the annual operating budget in subsequent years; and that the Chief Financial Officer is authorized to set aside funds up to \$60,000 for such contract.
Admin. Committee:	<hr/> Dave Cortese, Chair
Approved:	Date: November 9, 2011